

### Customer Segment Service Level Report

| Department    | Process    | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Customer Segment | Product      | Day        | New |
|---------------|------------|------------------|------------------|------------------|------------|------------------|--------------|------------|-----|
| Department 10 | Process 10 | Aqua             | Beige            | Seashell         | workitem   | SILVER           | Service      | 2021-05-03 | 1   |
|               |            |                  |                  |                  |            |                  | Total        |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            | Crimson          | Gold             | Unclassified     | workitem   | GOLD             | Monitoring   | 2021-05-02 | 1   |
|               |            |                  |                  |                  |            |                  |              | 2021-05-03 | 0   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            | Green            | Blanched Almond  | Green            | email      | GOLD             | Notification | 2021-05-04 | 1   |
|               |            |                  |                  |                  |            |                  | Total        |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            | Light Yellow     | Green Yellow     | Green            | email      | SILVER           | Service      | 2021-05-03 | 1   |
|               |            |                  |                  |                  |            |                  | Total        |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            | Navy             | Crimson          | Peru             | workitem   | BRONZE           | Notification | 2021-05-03 | 1   |
|               |            |                  |                  |                  |            |                  |              | 2021-05-04 | 0   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |
|               |            | Seashell         | Green            | Unclassified     | email      | GOLD             | Monitoring   | 2021-05-02 | 1   |
|               |            |                  |                  |                  |            |                  | Total        |            | 1   |
|               |            |                  |                  |                  |            | Total            |              |            | 1   |

### Customer Segment Service Level Report

| Department    | Process    | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Customer Segment | Product      | Day        | Finished |
|---------------|------------|------------------|------------------|------------------|------------|------------------|--------------|------------|----------|
| Department 10 | Process 10 | Aqua             | Beige            | Seashell         | workitem   | SILVER           | Service      | 2021-05-03 | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            | Total            |              |            | 1        |
|               |            | Crimson          | Gold             | Unclassified     | workitem   | GOLD             | Monitoring   | 2021-05-02 | 0        |
|               |            |                  |                  |                  |            |                  |              | 2021-05-03 | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            | Total            |              |            | 1        |
|               |            | Green            | Blanched Almond  | Green            | email      | GOLD             | Notification | 2021-05-04 | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            | Total            |              |            | 1        |
|               |            | Light Yellow     | Green Yellow     | Green            | email      | SILVER           | Service      | 2021-05-03 | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            | Total            |              |            | 1        |
|               |            | Navy             | Crimson          | Peru             | workitem   | BRONZE           | Notification | 2021-05-03 | 0        |
|               |            |                  |                  |                  |            |                  |              | 2021-05-04 | 0        |
|               |            |                  |                  |                  |            |                  | Total        |            | 0        |
|               |            |                  |                  |                  |            | Total            |              |            | 0        |
|               |            | Seashell         | Green            | Unclassified     | email      | GOLD             | Monitoring   | 2021-05-02 | 1        |
|               |            |                  |                  |                  |            |                  | Total        |            | 1        |
|               |            |                  |                  |                  |            | Total            |              |            | 1        |

### Customer Segment Service Level Report

| Department    | Process    | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Customer Segment | Product      | Day        | % Finished |
|---------------|------------|------------------|------------------|------------------|------------|------------------|--------------|------------|------------|
| Department 10 | Process 10 | Aqua             | Beige            | Seashell         | workitem   | SILVER           | Service      | 2021-05-03 | 100.00%    |
|               |            |                  |                  |                  |            |                  | Total        |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            | Crimson          | Gold             | Unclassified     | workitem   | GOLD             | Monitoring   | 2021-05-02 | 0.00%      |
|               |            |                  |                  |                  |            |                  |              | 2021-05-03 | 0.00%      |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            | Green            | Blanched Almond  | Green            | email      | GOLD             | Notification | 2021-05-04 | 100.00%    |
|               |            |                  |                  |                  |            |                  | Total        |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            | Light Yellow     | Green Yellow     | Green            | email      | SILVER           | Service      | 2021-05-03 | 100.00%    |
|               |            |                  |                  |                  |            |                  | Total        |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |
|               |            | Navy             | Crimson          | Peru             | workitem   | BRONZE           | Notification | 2021-05-03 | 0.00%      |
|               |            |                  |                  |                  |            |                  |              | 2021-05-04 | 0.00%      |
|               |            |                  |                  |                  |            | Total            |              |            | 0.00%      |
|               |            |                  |                  |                  |            | Total            |              |            | 0.00%      |
|               |            | Seashell         | Green            | Unclassified     | email      | GOLD             | Monitoring   | 2021-05-02 | 100.00%    |
|               |            |                  |                  |                  |            |                  | Total        |            | 100.00%    |
|               |            |                  |                  |                  |            | Total            |              |            | 100.00%    |

### Customer Segment Service Level Report

| Department    | Process    | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Customer Segment | Product     | Day        | New |
|---------------|------------|------------------|------------------|------------------|------------|------------------|-------------|------------|-----|
| Department 10 | Process 10 | Seashell         | Green            | Unclassified     | Total      |                  |             |            | 1   |
|               | Process 9  | Aqua             | Medium Purple    | Navy             | email      | SILVER           | Service     | 2021-05-02 | 1   |
|               |            |                  |                  |                  |            | Total            |             |            | 1   |
|               |            |                  |                  |                  | Total      |                  |             |            | 1   |
|               |            |                  | Seashell         | Blanched Almond  | workitem   | GOLD             | Monitoring  | 2021-05-03 | 1   |
|               |            |                  |                  |                  |            |                  | Total       |            | 0   |
|               |            |                  |                  |                  |            | Total            |             |            | 1   |
|               |            |                  |                  |                  | Total      |                  |             |            | 1   |
|               |            | Beige            | Light Yellow     | Unclassified     | email      | BRONZE           | Unspecified | 2021-05-03 | 1   |
|               |            |                  |                  |                  |            | Total            |             |            | 1   |
|               |            |                  |                  |                  | Total      |                  |             |            | 1   |
|               |            |                  | Silver           | Unclassified     | workitem   | SILVER           | Monitoring  | 2021-05-03 | 1   |
|               |            |                  |                  |                  |            | Total            |             |            | 1   |
|               |            |                  |                  |                  | Total      |                  |             |            | 1   |
|               |            | Blanched Almond  | Honeydew         | Peru             | workitem   | GOLD             | Monitoring  | 2021-05-02 | 1   |
|               |            |                  |                  |                  |            | Total            |             |            | 1   |
|               |            |                  |                  |                  | Total      |                  |             |            | 1   |
|               |            |                  | Medium Purple    | Honeydew         | workitem   | GOLD             | Monitoring  | 2021-05-01 | 1   |
|               |            |                  |                  |                  |            |                  |             | 2021-05-02 | 0   |
|               |            |                  |                  |                  | Total      |                  |             |            | 1   |

### Customer Segment Service Level Report

| Department    | Process    | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Customer Segment | Product     | Day        | Finished |
|---------------|------------|------------------|------------------|------------------|------------|------------------|-------------|------------|----------|
| Department 10 | Process 10 | Seashell         | Green            | Unclassified     | Total      |                  |             |            | 1        |
|               | Process 9  | Aqua             | Medium Purple    | Navy             | email      | SILVER           | Service     | 2021-05-02 | 1        |
|               |            |                  |                  |                  |            | Total            |             |            | 1        |
|               |            |                  |                  |                  | Total      |                  |             |            | 1        |
|               |            |                  | Seashell         | Blanched Almond  | workitem   | GOLD             | Monitoring  | 2021-05-03 | 0        |
|               |            |                  |                  |                  |            |                  | Total       |            | 0        |
|               |            |                  |                  |                  |            | Total            |             |            | 0        |
|               |            |                  |                  |                  | Total      |                  |             |            | 0        |
|               |            | Beige            | Light Yellow     | Unclassified     | email      | BRONZE           | Unspecified | 2021-05-03 | 1        |
|               |            |                  |                  |                  |            | Total            |             |            | 1        |
|               |            |                  |                  |                  | Total      |                  |             |            | 1        |
|               |            |                  | Silver           | Unclassified     | workitem   | SILVER           | Monitoring  | 2021-05-03 | 1        |
|               |            |                  |                  |                  |            | Total            |             |            | 1        |
|               |            |                  |                  |                  | Total      |                  |             |            | 1        |
|               |            | Blanched Almond  | Honeydew         | Peru             | workitem   | GOLD             | Monitoring  | 2021-05-02 | 1        |
|               |            |                  |                  |                  |            | Total            |             |            | 1        |
|               |            |                  |                  |                  | Total      |                  |             |            | 1        |
|               |            |                  | Medium Purple    | Honeydew         | workitem   | GOLD             | Monitoring  | 2021-05-01 | 0        |
|               |            |                  |                  |                  |            |                  | Total       | 2021-05-02 | 1        |
|               |            |                  |                  |                  |            |                  | Total       |            | 1        |

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| Department    | Process    | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Customer Segment | Product     | Day        | % Finished |         |
|---------------|------------|------------------|------------------|------------------|------------|------------------|-------------|------------|------------|---------|
| Department 10 | Process 10 | Seashell         | Green            | Unclassified     | Total      |                  |             |            | 100.00%    |         |
|               | Process 9  | Aqua             | Medium Purple    | Navy             | email      | SILVER           | Service     | 2021-05-02 | 100.00%    |         |
|               |            |                  |                  |                  |            |                  | Total       |            | 100.00%    |         |
|               |            |                  |                  |                  |            | Total            |             |            | 100.00%    |         |
|               |            |                  | Seashell         | Blanched Almond  | workitem   | GOLD             | Monitoring  | 2021-05-03 | 0.00%      |         |
|               |            |                  |                  |                  |            |                  | Total       |            | 0.00%      |         |
|               |            |                  |                  |                  |            | Total            |             |            | 0.00%      |         |
|               |            |                  |                  |                  | email      | BRONZE           | Unspecified | 2021-05-03 | 100.00%    |         |
|               |            |                  |                  |                  |            |                  | Total       |            | 100.00%    |         |
|               |            |                  |                  |                  |            | Total            |             |            | 100.00%    |         |
|               |            | Beige            | Silver           | Unclassified     | workitem   | SILVER           | Monitoring  | 2021-05-03 | 100.00%    |         |
|               |            |                  |                  |                  |            |                  | Total       |            | 100.00%    |         |
|               |            |                  |                  |                  | Total      |                  |             | 100.00%    |            |         |
|               |            |                  | Blanched Almond  | Honeydew         | Peru       | workitem         | GOLD        | Monitoring | 2021-05-02 | 100.00% |
|               |            |                  |                  |                  |            |                  |             | Total      |            | 100.00% |
|               |            |                  |                  |                  |            | Total            |             |            | 100.00%    |         |
|               |            | Medium Purple    |                  | Honeydew         | workitem   | GOLD             | Monitoring  | 2021-05-01 | 0.00%      |         |
|               |            |                  |                  |                  |            |                  |             | 2021-05-02 | 0.00%      |         |
|               |            |                  |                  |                  |            |                  | Total       |            | 100.00%    |         |